



#11EX/021.00

PATENT  
75.0001

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Andy Lee et al.

Serial No: 09/826,121

Filed: April 4, 2001

For: METHOD, SYSTEM, AND PROGRAM  
FOR CUSTOMER SERVICE AND  
SUPPORT MANAGEMENT

Examiner: J. Corrielus

Art Unit: 2172

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Mail Stop Non-Fee Amendment  
Commissioner for Patents  
P.O. Box 1450, Alexandria, VA  
22313-1450 on

March 1, 2004

Date of Deposit

Richard Yoon

Name

*Richard Yoon*

Signature

3/01/04

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PETITION FOR EXTENSION OF TIME

Mail Stop Non-Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
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Sir:

Technology Center 2100

In accordance with 37 C.F.R. § 1.136, applicant respectfully petitions the Commissioner for a two-month extension of time, extending from January 9, 2004 to March 9, 2004 the period for response to the Office Action dated October 9, 2003. The responsive papers are enclosed.

03/05/2004 HVUONG1 00000120 09826121

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420.00 OP

Respectfully submitted,

Dated: March 1, 2004

By:

*Richard Yoon*

Richard K. Yoon

Reg. No. 42,247